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Universal Orlando Resort™ Team Member Newsletter
May 1 - 14, 2017

UNIVERSAL ORLANDO RESORT™

UO Welcomed Team Members' Kids for a Day of Fun and Learning

On April 27, parents and guardians all across our company had the opportunity to bring their children to Universal Orlando™ for our annual Take Our Daughters and Sons to Work Day - an educational program that gives kids a behind-the-scenes look at our resort as part of an epic day of exciting activities!

Check out page 6 of this issue for a look back at this year's event!

Innovation Through IMAGINATION!

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President's **Volunteer of the Year** Named

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PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

KNOW THE PLAN

About Team Member Parking During Gradventure '17

It's that time of year again, and as in previous years, Gradventure special events require the use of most open-air sections of the main Team Member parking lot to accommodate the hundreds of student buses that will be on property. **The following parking restrictions are in effect on all Gradventure event dates:**

- Team Members who will leave work before 3:00pm on event days will be directed to park in open-air sections of the parking lot. Vehicles may be towed if they remain in these spaces past 3:00pm.
- Team Members who will leave work past 3:00pm will be directed to the TeamPark garage.
- Parking for motorcycles, TeamCare, BRAVO winners, the 'Manager Lot', and most Disabled parking spots will not be impacted and will remain open all day long.
- Parking and Security will be actively directing Team Members to specific parking spots, similar to the way guests are parked. Team Members will not be able to select their own parking space.
- During event departures, Team Members who need to access Team Park will need to exit via the B110 lobby and use the bridge to enter the garage. This typically occurs between 11:45 and 1:15 AM and is necessary to keep Team Members safely separated from bus traffic.
- Team Members who leave during event departures between 12:00am and 1:00am will experience significant delays, as exiting busses will be given priority.
- Team Members should allow an additional 30 minutes whether coming into or leaving work as new traffic patterns may cause delays.

UNIVERSAL ORLANDO'S GRADVENTURE '17

Middle school grads celebrate with all their friends and experience the thrills of BOTH Universal Orlando™ theme parks at Gradventure. From multiple DJ's, plenty of street entertainment, and the most exciting rides and attractions around - it's an unbeatable night of thrills in a safe, supervised environment.

QUICK FACTS:

- **Early Admission Groups** are able to access both theme parks as early as 4:00pm - the event begins at 7:00pm
- **All Gradventure tickets incude** a meal voucher that must be redeemed no later than 11:00pm

CHAPERONE BENEFITS:

- **Universal Express™ Ride Access** at all participating attractions beginning at 7:00pm
- **Chaperone-only Lounges** located at Mythos Restaurant® in IOA and Pantages Theater in USF from 7:00pm - 11:30pm

EVENTS EXIT / WRISTBAND COLORS:

- **Guests exit Gradventure in designated locations based on their wristband color.** Please familarize yourself with the key below to be able to direct attendees accordingly.

Friday, May 5 ▪ Friday, May 12 ▪ Friday, May 19

7PM - 12AM (midnight)

All About Gradventure '17

Are you ready to provide service excellence during this year's Gradventure events? Be sure to familiarize yourself with the quick facts above to be ready to assist our grad and chaperone guests.

Also, be sure to pick up a copy of the Grad Bash/Gradventure '17 special edition of the Team Member Reference Guide for even more information.

IOA EXIT — **ISLANDS OF ADVENTURE EXIT**
Orange and Green Wristbands

CW EXIT — **CITYWALK™ EXIT**
Blue Wristbands - exit USF main gate to CW

FFL EXIT — **FEAR FACTOR LIVE EXIT**
Yellow Wristbands

IOA PATH — **CROSSOVER TO IOA**

USF PATH — **CROSSOVER TO USF**

Wristband Colors in key **match exit locations.**
Crossovers to IOA/USF locations are also indicated.

In the Spotlight

Talent Development's stretch Program Inducts Second Round of Graduates

In August of 2015, UO's Talent Development team launched stretch, an 8-month cohort development experience for high potential managers. stretch is designed to position leaders for opportunities in senior leadership as UO continues to grow. 18 leaders at the Sr. Manager/General Manager/Assistant Director level, hand-selected by their leadership from across multiple divisions, participated in and recently graduated from round 2 of the program session. Through the experience, leaders:

- **received greater awareness of their personal effectiveness**
- **gained exposure with executives**
- **deepened their business acumen and built skills in collaboration, innovation, creative problem solving and influence**
- **showcased their learning through a program-end "pitch"**

The three projects – "Social Media and the Guest Experience," "Play at Universal", and "Team Member Retention" - are bound to contribute to key business opportunities. Follow up actions are now being formulated and targeted for implementation. "Once again it is awesome to see the growth of skills, and strong relationships forged, amongst the stretch participants," explains Kirsten Abbott-West, Director of Talent Development Leadership/Back-of-House. "stretch is truly a great investment in our company's leadership talent, and its future! We're very proud of our stretch graduates and excited to see the new and innovative directions they will take our Company." ongratulations to all involved in the success of the second round of stretch!

Thank YOU for a Great Spring Break!

Universal Orlando has experienced yet another exciting and prosperous Spring Break, and it is all thanks to YOU - our hardworking, dedicated Team Members. To keep our spirits high during this busy season, Team Member Services unleashed the Party Patrol in full force! Beautifully adorned with flowers and spring flair, this caravan of fun reached a multitude of Team Members to deliver unexpected treats and special giveaways.

UNWIND!

7 Ways to Relax at Volcano Bay

AS FEATURED ON UNIVERSAL ORLANDO'S OFFICIAL BLOG

1. SANDY BEACHES
Imagine warm sand sinking between your toes while you gaze out at crystal clear waters. This vacation dream becomes a reality at Waturi Beach, where you can relax by the waves of a sparkling lagoon that sits at the base of the mighty Krakatau.

2. TROPICAL BEVERAGES
Try POG, a non-alcoholic blend of passion fruit, orange and guava juices. Adults can sip on our Toasted Coconut Pineapple beverage, a delicious mix of toasted coconut rum and fresh pineapple juice.

3. PREMIUM SEATING
This private space includes two padded loungers, an adjustable umbrella and built-in locker storage – perfect for keeping your things when you want to take a dip in the crystal waters of Waturi Beach.

4. PRIVATE CABANAS
Escape to your own private paradise and rent a cabana for the day.* With options like single units with seating for up to six, or family units, with seating for up to sixteen, there are plenty of options.

Cabanas come with concierge service with exclusive menu options, a fruit and snack basket, a small refrigerator pre-stocked with bottled water, complimentary locker and towel service and more.

5. ISLAND CUISINE
There are over 60 island-inspired options to choose from, including our Pulled Chicken Mole Taco, Poke Poke Bowl or Jerked Mahi Sandwich. Treat yourself to dessert with Chocolate Pineapple Upside Down Cake, Chocolate Lava Cake or Guava Tapioca Pudding.

6. WINDING RIVERS
At Volcano Bay, it's okay to be lazy – and at the Kopiko Wai Winding River, you can do just that. Take a slow ride through the tropical landscape, journey beneath the lava rocks and venture to Stargazer's Cavern to reveal the magical night sky above.

7. LEISURE POOLS
Make sure to check out the Puka Uli Lagoon in the Rainforest Village. In this leisure pool, you can relax while your little ones enjoy fun features like bongo drums and spraying water. Watch the bravest Waturi take on the Ko'okiri Body Plunge from the comfort of The Reef, a peaceful leisure pool in the Wave Village.

Making An Impact

DIVERSE UNIVERSE

Events in May

In partnership with Diversity & Inclusion, APA (UO's Asian Pacific American Team Member Resource Group) is hosting events to honor and celebrate the culture and heritage of Asian Pacific Americans.

Enrichment Series:
Asian Pacific American Heritage Month

Throughout the year we honor the vast diversity across many Asian Pacific cultures. In May, we're excited to celebrate Asian Pacific American Heritage History with the Comcast NBCUniversal Enrichment Series. This live broadcast will highlight Comcast NBCUniversal's commitment to the Asian Pacific American community, as we develop talent, attract customers, and create innovative products and services. As our brand continues to expand throughout Asia, now is a great time to connect with APA.

Tuesday, May 9
B-112, Rm 4 / Noon - 1:00pm

To register, visit
UOTeam.com/Diversity

Join the Veterans Network for Military Appreciation Day

Calling all Veterans, Reserve and Military Family Team Members! The Diversity & Inclusion team is introducing a new twist to this year's Military Appreciation Day. Our UO Veterans Network will celebrate your courage and service to our country with treats and guests just for you! Stop by and...

- receive information about Military benefits, connect with resources available to our Active, Reserve, Retired Military Veteran Team Members, along with support of Military Families.
- learn about Career Network information available to grow at UO.
- enjoy some complimentary snacks and beverages.
- and more!

Wednesday, May 10
Red Coconut Club (CityWalk)
3:00pm - 5:00pm

Registration is required, visit
UOTeam.com/Diversity

Sign Language Service available upon request (subject to availability) via registration system.

Melissa Lanzo Named President's Volunteer of the Year!

Bill Davis, President & COO of Universal Orlando, presents **Melissa Lanzo** with the **President's Volunteer of the Year award**

On April 25, Bill Davis presented **Melissa Lanzo, from Marketing & Sales,** with the prestigious President's Volunteer of the Year award! Melissa has served many organizations over the years. She has been a project leader for the BETA Center assisting teen mothers and most recently leads projects at the Christian Service Center feeding the homeless and tutors students at Eccleston Elementary School. Melissa inspires others to get involved and coordinates monthly projects for the Youth Group Sales team. She is a true ambassador for the volunteer program and well deserving of this great award.

"Volunteering in and for my community has been a part of my life for many years and the best for me isn't so much what I am doing, but the sense of purpose and getting a new perspective of what life is really about," says Melissa. *"They say volunteers make a big difference in the community and yes that is true, but for me the reward is seeing how the community and the people inspire you the volunteer. Seeing the gratitude and smiles on the face of the community, is priceless. That is what keeps me going. The Volunteer of the Year award means so much to me because through this award it helps me become an even bigger advocate for volunteerism, and inspire others as well. The best part, however, is being able to provide an organization of my choice with a special grant."*

Team Member Volunteers Are Appreciated!

Club 52 Team Members Raise Thousands for Central Florida Community

In **2016**, Universal Orlando Team Members volunteered over 31,700 hours of service in our community. Of those hours, over **25,300** were served by Team Members who volunteered 52 hours or more. Those Club 52 members were invited to a special Club 52 appreciation luncheon on April 25. The highlight of the event was the UGIVE grants awarded to local charities on behalf of our Team Member volunteers. **This year, 217 Team Members qualified for a new UGIVE grant level of $800 awarded to the qualified charity of their choice.** Also, an additional $500 grant was announced for those team members that volunteered at the Club 52 Elite level, serving 104 or more hours.

"Our UO Volunteers have the opportunity to inspire and give one of their most precious gifts, their time," says Polly Tudela of Community Relations. *"The Universal Orlando Community Relations team deeply appreciates the hours these Team Members have devoted to volunteering and we thank and congratulate all of the 2016 Club 52 Members!"*

UGIVE HONOREES

Jennifer Abel
Marian Adams
Todd Adams
Miguel Alvaro
Christy Anderson
JB Backovsky
Sean Barry
Kristina Becker
Joshua Black
Susan Block
Mike Bookhardt
Lana Boston
Erin Bowen
Brittany Brennan
Amanda Brievogel
Sherriann Burby
Steven Burger
Julie Calkins
Scott Campbell
Vanessa Campbell
Monica Cardona
Kelly Carline
Joy Carruthers
Mary Cavanaugh Knapp
Julio Ceriale
Che Haslinda Che Hussin
Gloria Chliyah
Jolie Cintron
Karen Claar
Ed Colleran
Connie Colley
Debbie Collins
Peter Collins
Louise Cooper
Sueann Cotanche
Melissa Cranis
Teresa Crews
Charles Crook
Karyl Darigan
Suzanne Denis
Jessie Denson
Ken DePaul
Scott Devine
Barbara DeWoody
Julie Dietz
Dennis Donohue
Dan Donovan
Michael Dreier
Raychelle Drew
Marie Dunkel
Darlene Dunkle
Ellie Dyer
Amy Easter
Vikki Eichner
Stephen Eisinger
Trisha Engler
Kelly Farrell
Damita Faulk
Jeff Ferenbach
Geraldine Ferreira
Cathy Fischer
Sean Flaherty
Stephanie Fleischer
Ric Florell
Sharon Foley
Angela Forman
Mike Furey
Vivian Geary
Katherine Gilbert
Brenda Giles
Keabra Gillens
Jessica Golson
Patricia Goodkind
Jerry Gould
Melonie Hagger
Christina Haimes
Linda Hall
Debbie Harris
Erika Harsanyi
Stephanie Heller
Margarita Hensley
Michael Hetchler
Melinda Holihan
Joyce Holloway
Danielle Holstine
Timothy Howell
Mallory Hunt
Jack Ippolito
Dennard Jackson
Lisa Jacobson
Kimby Jagnandan
Andy Jagodzinski
Leslie Johnson
Troy Johnson
Marina Johnston
Brian Juvers
Greg Kaiser
Robert Kantor
Jenika Katz
Samuel Kauffman
Andy Keyes
Laura Kippes
Derek Kuklenski
Mark Lainer
Debbie Lake
Khueram Lall
Qamar Lall
Melissa Lanzo
Kim Lamia
Jordan Leventhal
Rosalina Lieffring
Emily Lloyd
Douglas LoCicero
Jake Louden
Michael Lowe
Matthew Luka
Sharon Lum
TJ Mannarino
Alex Manrique
Kristina Martell
Bill McCorey
Andrew McGee
Steven Merced
Michael Mergenthaler
Daniel Miller
Frank Miller
Matthew Miller
Melissa Miller
Kathryn Miller-DiCarlo
Michael Molinari
Devin Montavon
Austin Montgomery
Robert Monzon
Lyle Moon
Kevin Moritis
Cynthia Morrell
Michelle Mugnaini
Rakesh Mungal
Chad Murphy
Fran Nasello
Dan Neal
Jessica Neville
Cedric Nickles
Stacey Oblinger
Elizabeth Ochoa
Diane O'Dell
Steven Oehler
Maribel Owens
Katie Ozdemir
Anthony Pagnozzi
Amber Pandohie
Denise Pasternack
Jyoti Patel
Keith Payne
Carmen Pearce
Eloy Pedraza
Lori Pedraza
Tyler Penn
David Phillips
Kelly Pitstick
Nathan Pitstick
Tessa Pobanz
Erin Polk
Jeff Polk
Inderdeo Ragounath
Kylene Ramirez
Megan Reish
Crystal Reves-Pieterson
Rhonda Rhodes
Sara Rigg
Russell Roberts
Frances Roberts
Maxie Roncari
Carmen Rosa-Denis
Ellen Rosette
Jennifer Rother
Leia Rulli
Ashley Sanders
Laura Sanders
Raven Sanders
Victor Santos
Rafael Sardina
Nicole Sargent
Linda Sather
Grail Schroeder
Rob Seitz
Carrie Sheehe
Susie Shinner
Christina Smith
Alice Snyder
Oswaldo Soto
Laurie Soto-Acevedo
Sharon Spencer
Rick Spencer
Scott Stella
Wayne Stem
Natalie Stevens
Penny Stewart
Tracey Stockwell
Tracey Strecker
Theresa Strycharz
Paige Stuck
Kiirsten Suomu
Maureen Tabaczka
Rosemarie Tantalo-Moore
Ella Tate
Jennifer Taylor
Amy Tine
Jacqueline Torgas
Rachel Trace
Polly Tudela
Amy Walsh
Carol Warner
Brian Weeks
Ray Wellman
Lisa Whelan
Tyler Whipple
Darren White
Chris Wiley
Allyson Wilkenson
Bob Wilkins
Emily Wilkins
Angela Willett
Jessica Williams
Summer Williams
Cathrina Wirick
Mary Wood
Sheila Yohn
Jimi Ziehr

Sound Advice

Safety Man's Tips for Beating the Summer Heat and Avoiding Heat-Related Illnesses

Summertime fun is on the way at UO and it's important to remember that the hot, summer sun is sometimes unforgiving if proper precautions are not followed. If you, a fellow Team Member, or a guest are experiencing any symptoms related to heat cramps (stress), heat exhaustion, or heat stroke, take action!

TYPES OF HEAT RELATED ILLNESSES

- **Heat Cramps (Stress)**
  Heat Cramps are typically caused by exposure to high heat and humidity and loss of fluids and electrolytes from excessive sweating. Heat cramps are painful muscle spasms and are often an early sign that the body is having trouble with the heat.
- **Heat Exhaustion**
  Heat exhaustion is typically caused by the loss of body fluids through heavy sweating during strenuous exercise or physical labor in high heat and humidity. Symptoms include general fatigue, weakness, poor muscle control, dizziness, fainting, headache, nausea, heavy sweating, cramps, rapid pulse, shallow breathing, and pale/cool/clammy skin. This is the time to take immediate action.
- **Heat Stroke (also known as sunstroke)**
  Heat Stroke is a life-threatening condition in which the body's temperature control system stops working and the body is unable to cool itself. Symptoms include hot/dry flushed skin, sweating stops, agitation, confusion, headache, nausea, vomiting, irregular pulse, rapid/shallow breathing, seizures, loss of consciousness, shock, and cardiac arrest. If not treated immediately it may result in coma, brain damage, or death.

STAYING SUN-SAFE

Take action to protect yourself!

Hydrate

Drink more fluids (non-alcoholic), regardless of your activity level. Drink two glasses of water prior to starting work and one glass of water every 20 minutes thereafter. Don't wait until you are thirsty to drink.

Limit your intake of energy drinks (caffeine) and soda before and during your shift. These items speed up the dehydration process. Stick to water and occasional sports drinks like Gatorade. Also, avoid very cold drinks, because they can cause stomach cramps.

Rest

Take time to relax. If you are running around and being active on your break, you are not giving your body time to recover.

Protect

Take breaks in a cool spot. Wear sunscreen when out in the sun. Sunburn makes the job of heat tolerance that much more difficult.

It is important to recognize the signs and symptoms of heat illness - acting quickly can save lives! In all cases of a heat related illness:

- Move yourself or assist the Team Member or guest experiencing symptoms to a cool place, out of the sun.
- Contact the Command Center at 3-8333. Be sure to provide detailed information including your location or that of the sick Team Member or guest.
- Contact a lead, supervisor, or manager to let them know what is happening.

REMEMBER THE SAFETY HOTLINE

At Universal Orlando, the safety of our guests and fellow Team Members is the most important service we provide. To continue to keep our resort safe, remember to call the **Safety Hotline at 3-8311** from any non-pay phone on property and report any situation you see that could cause harm to a guest or Team Member.

Help UO Through the Dudley Do-Right Reward Program

The Dudley Do-Right Program invites us all to help in maintaining the integrity of our workplace. If you have information regarding theft at Universal Orlando, we encourage you to use our "Dudley Do-Right" program to report the information. And now, reporting information is easier and more accessible with an all-new online form, available on UOTeam.com. You can securely and privately submit an allegation from any computer or device with internet access and check the status of a claim.

If you become aware of guest or Team Member theft, you can still speak with your supervisor, or call 407-224-6001 to contact Investigations. All information provided through the Dudley Do-Right Program will only be used to aide in the investigation of said allegations. If the information provided results in a recovery up to $500, you will receive a minimum of a $100 reward. If the recovery is over $500, you will be eligible for 25% of the recovery, up to $5,000.

How to Submit a Loss Allegation

- Visit **UOTeam.com** and select 'Dudley Do-Right Program' under 'References'
- Select 'Submit a Loss Allegation'
- Follow the form instructions and complete all required fields

How to Check a Claim Status

When submitting an allegation, you will be prompted to create a unique claim status ID. If your allegation becomes eligible for a reward, your claim status IDwill be posted. Visit **UOTeam.com** and select **'Dudley Do-Right Program'** under **'References'** to view current, eligible claim numbers and follow the instructions if your claim status ID is listed.

BEST PRACTICES

Recycling and You: Backstage Guidelines

UO's Park Services team continues to make great strides in our recycling initiatives across property; however, it is up to all of us to help make sure Green is Universal. Do your part and place recyclable items in the appropriate receptacles. Did you know the following can be recycled in backstage administrative areas?

- Cardboard - flatten cardboard and place next to a waste container
- Plastic, Glass & Metals (plastic containers #1-7, aluminum & tin, bottles & jars) - place in a recycle container or desk bin
- Mixed Paper (non-confidential office paper, file folders, paperboard, envelopes, junk mail, newspaper, magazines, glossy paper, catalogues) - place in a recycle container or desk bin

Spread the Word

Easy-to-read flyers of this information, along with recycling guidelines for operational areas and organic waste are available on the UO Green page on myUO, accessible from any on-property computer. Print and post applicable flyers in your area and share these important guidelines with your teams. Together, we can make an impact on the amount of waste diverted from our landfills!

Emergency Information Hotline Magnets Available at Team Member Services

When bad weather hits, be sure to call the Universal Orlando Team Member Emergency Information Hotline at 407-22-HOTLINE or toll-free at 855-879-7113. The Hotline will include the latest information regarding operating hours and shift schedules.

Need help remembering the hotline?
Team Members may pick up a free refrigerator magnet featuring the phone number from Team Member Services in B-111. Pick yours up today!

Around Our Universe

ABOUT THE KIDS

Take Your Daughters and Sons to Work Day

Each year, Universal Orlando Resort participates in "Take Our Daughters and Sons to Work Day," offering our offspring the opportunity to see what it's like to work at our resort.

This year's theme was "Innovation through Imagination." Our young adventurers began their day with an introduction from a Universal Creative guest speaker, followed by an action-packed stunt demonstration by the actors from the The Eighth Voyage of Sindbad™.

Next on the agenda, the children were given a guided walking tour of both of our Universal Orlando theme parks, with fun trivia factoids sprinkled in along the way, and even VIP access to a UO attraction!

After their tour, the kids took a break from their whirlwind adventure to enjoy a catered lunch, featuring colorful UO characters. To conclude their Universal journey, the children were then invited to watch The Eighth Voyage of Sindbad performed live at Islands of Adventure.

Aunt Annie's NOW OPEN in USF

Auntie Anne's® Pretzels, the world's largest soft pretzel franchise, made famous by its fresh, hand-rolled snacks, recently opened its third location at Universal Orlando Resort™. The new walk-up eatery can be found in the New York area of Universal Studios Florida™ on the corner of Delancey an St. and 5th Ave. Their menu offers many of the same famous flavors as its sister locations in Universal CityWalk™ and Universal's Islands of Adventure™.

In addition to their classic Original, Cinnamon and Sweet Almond pretzels, this location also offers Original and Cinnamon Sugar nuggets! Auntie Anne's® also offer a Jumbo Dog Combo and their ever-popular Cheese Jumbo Dog Combo. Each of these masterfully made creations can be paired with a vast array of dipping sauces such as, Caramel, Cheese, Sweet Glaze, Sweet Mustard, and Light Cream Cheese. Stop by today!

I-4 Ultimate: Stay in the Know

The Largest Infrastructure Project in Florida History Continues

The I-4 Ultimate makeover is underway - stay in the know about lane closures, ramp closures, detours, and more by signing up for I-4 Ultimate alerts. Opt to receive text or email alerts, both in advance and in real time, that only affect your route by visiting: http://i4ultimate.com/construction-info/alerts/. Don't be caught off-guard during your commute. Plan ahead, know what to expect, and stay safe during I-4 construction.

REMINDER: Lynx Bus Passes Available at U-Stop

With stops throughout Orange, Seminole and Osceola counties, catching a LYNX bus is one option to avoid I-4 construction. For your convenience, Team Members can purchase LYNX bus passes from U-Stop in Wardrobe. A 7-Day pass is $16; a 30-Day pass $50. For more information on LYNX routes and schedules, visit **www.golynx.com.**

Know Your Stuff: Lost and Found

Lost and Found is a component of Guest Services and Entrance Operations. The goal? To safely house found items and turn them over to their respective owners in a timely manner. Be prepared to assist guests who may ask the following questions about their lost items.

Where is Lost and Found located?
USF: in the Studio Audience Center at the front of the park and to the left of First Aid.
IOA: in the Guest Services lobby on the right hand side of the park just after the Entrance Turnstiles

Is my item guaranteed to be at Lost and Found?
It is never guaranteed that items will be returned to a guest.

What happens if I leave and cannot come to retrieve my item?
Any found item can be shipped to a guest at no charge anywhere around the world.

Is there a number I can call to see if my item is in Lost and Found?
407-224-4233, Select Option 2

What time is Lost and Found open until?
Both Locations within the parks are open until the last guest leaves, and the call line is open from 10:00am - 7:00pm.

Can I leave my information and be contacted if my item is turned into Lost and Found?
Unfortunately, guests are unable to leave their personal information.

Can I visit CityWalk to retrieve my items?
All items from CityWalk are turned into IOA Lost and Found the following day. If an item is lost in CityWalk that day, they can visit CityWalk Guest Services to see if it has been located.

Did You Know?

- After 30 days, items that have not been claimed are donated to charity, destroyed, or put aside for Lost & Found sales.
- Lost and Found will not accept these items: e-cigarettes, undergarments, drinking cups, containers with food or food residue, anything with offensive odors or oil stains, ponchos, and hair accessories.

Lost and Found at USF **is located in the Studio Audience Center at the front of the park** *(shown above)***. Lost and Found at IOA is located in the Guest Services Lobby.**

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Your Park After Dark - Jurassic Park River Adventure™

You're invited to a Team Member-exclusive party after park close. Enjoy rides on Jurassic Park River Adventure™ along with food and entertainment!

Your Park After Dark - Jurassic Park River Adventure™
Tuesday, May 16
8:00pm - 9:30pm
Jurassic Park™

Third Shift Brunch

Third Shift Team Members are invited to join Team Member Services for the annual Third Shift Brunch. Come and enter the drawing for a chance to win great prizes and enjoy the brunch buffet with your fellow Third Shift Team Members. You won't want to miss this! **PLEASE NOTE:** *This opportunity is open only to Third Shift Team Members.*

Third Shift Brunch
Thursday, May 11
5:30am - 7:00am
CityWalk - Promenade Level

Cinco de Mayo

UOTMS invites you to our Cinco de Mayo celebration! Come join us on the IOASIS Front Lawn for some food, fun, and entertainment, while we celebrate this Mexican victory.

Cinco de Mayo
Friday, May 5
3:00pm - 4:30pm
IOASIS Front Lawn

SPORTS LEAGUES

Volleyball League

Volleyball Registration is NOW OPEN for the Summer 2017!

Bump, Set, Spike! The Universal Orlando Volleyball League is a co-ed indoor league that runs for 10 weeks and is played on Monday nights at Barnett Park. A match consists of the best two-out-of-three games or 45 minutes. A team consists of a minimum of 6 players and a maximum of 12.

Volleyball League
Begins Monday, June 12
Cost: $328/ per team
Registration NOW OPEN on
UOTeam.com/Sportsleagues/

UOTMS Mobile Calendar - MAY

The UOTMS Mobile Van is available to assist you with recognition redemption, Red Carpet Rate Employment Verification, sign ups for UOTMS Activities & Sports Leagues, replacement anniversary pins (payroll deduction may apply), general questions, and more. Don't miss it at the following locations in May:

Monday, May 1, 8, 15 & 22 / **USF** - Behind Cafe LaBamba

Wednesday, May 3 & 31 / **Gate 2**

Wednesday, May 10 / **Offsite** - Commodity Circle

Wednesday, May 17 / **Offsite** - Exchange Drive

Friday, May 5 & 26 / **IOA** - B-114

Friday, May 12 & 19 / **IOA** - Behind Confisco Grille and Guest Services

Questions? UOTMS@universalorlando.com

AOFC Named UO Soccer League Champs!

Congratulations to team AOFC for winning the 2017 Universal Orlando Soccer League Championship led by captains **Kirk Pfeiffer** and **Nick Evans**, as well as our runner-up team **Hot Mess Express,** led by captains **Kayla Murray** and **Aimee Wiese**.

Team Member Services thanks all the teams who participated in the league, and hopes to see you next year! Visit **UOTeam.com/sportsleagues/** for more information about UO's Sports Leagues.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Grail Schroeder** from Entertainment and his wife Brandi - the couple celebrated their 10th wedding anniversary on April 28.
- Congratulations to **Rachel Aldrich** from Guest Communications and **Seth Grassa** from Park Services - the couple wed on March 14.
- Congratulations to **Ashlie Clark-Alvernia** from Talent Development and her husband Christopher Alvernia - the couple celebrate their 5th wedding anniversary on May 17.
- Congratulations to **Lacey Collins** and **Charles Fisher** from Entrance Operations on their recent engagement.
- Congratulations to **Michal Maguire** from Marketing & Sales and her husband Michael on the birth of their twins Madeline Victoria and Hutson James Maguire.
- Congratulations to **Jannelle Ramos** from Finance and her husband Arnaldo - the couple celebrate their 5th wedding anniversary on May 12.
- Congratulations to **Cassandra Garcia** from Marketing & Sales and her husband Darian Conner - the couple wed July 29.
- Congratulations to **Tyler Moyer** from Attractions and **Brent Moyer** from Food & Beverage - the couple celebrate their 2nd wedding anniversary on June 26.
- Congratulations to **Robert Hoppe** from Technical Services and his wife Roxana - the couple celebrate their 31st wedding anniversary on June 7.
- Congratulations to **Kirsten Abbott-West** from Human Resources and **Mike West** from Mail Services - the couple celebrate their 25th wedding anniversary on May 9.

A New Way to Submit Your Celebration!

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!***

Now there's a more convenient way to share the good news with us. Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information. Please note, submission of a celebration is not a guarantee of inclusion.

Movin' On Up!

The NEW B-2!

Backstage Enhancements Are Universal!

As we prepare to open our third park and as our resort continues to expand, so does our team and the need for additional Team Member facitilities and space. We're excited to share that construction is now underway for a new backstage building that will be located next to Wardrobe and Gate 2 entrance. The new building, B-2, will house phase 2 of our Wardrobe expansion, offices, training space, and will be a new home to TeamCare!

TeamCare will not only be larger, but will also be accessible from the Team Member parking lot, making it more convenient for both Team Members and their dependents to visit. This is one of many enhancements we'll be making, like a new off-site warehouse, and much more. Stay tuned for more updates as we continue to grow!

A Note About Team Member Parking

As we grow our resort and our team, the availability of parking in the main Team Member lot may near capacity at times. This is due in part to the preparation for the opening of Volcano Bay, our grad events, and new-hire training. While these circumstances are temporary, we realize that currently there are timeframes when Team Members may encounter nonstandard conditions. Traffic flow and directional parking procedures are being tested to maximize quick accessibility to available spaces.

There may be times when you are directed to park in specific areas in the lot by Parking & Transportation or Security Team Members and we appreciate your cooperation in following these directions. You also may notice that portions of the lot or TeamPark may appear closed or reserved at times. These designations are strategic to ensure availability and ease in locating parking spaces for those Team Members coming in to work throughout the day. We sincerely thank you for your understanding and flexibility during this exciting time in our resort's history and we will continue to keep you informed of new procedures and updates.

uonews

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